City *of* Tigard

Tigard Business Meeting –Agenda

TIGARD CITY COUNCIL

MEETING DATE AND TIME:	SEPTEMBER 26, 2023 - 6:30 p.m. Business Meeting
MEETING LOCATION:	Hybrid - City of Tigard - Town Hall - 13125 SW Hall Blvd., Tigard, OR 97223 - See PUBLIC NOTICE below

PUBLIC NOTICE: In accordance with Oregon House Bill 2560, this will be a hybrid meeting where some Council, staff or public will participate in person and some will participate remotely.

How to comment:

- Written public comment may be submitted electronically at www.tigard-or.gov/Comments by noon the day before the meeting date.
- If attending the meeting in person, please fill out the public comment sign-in sheet at the front of the room and come to the microphone when your name is called.
- If you prefer to call in, please call 503-966-4101 when instructed to be placed in the queue. We ask that you plan on limiting your testimony to three minutes.
- You may comment by video through the Teams app. Go to this link to learn how to participate by video: September 26, 2023 Council Meeting (https://www.tigard-or.gov/Home/Components/Calendar/Event/4271/66).

Upon request, the City will endeavor to arrange for the following services:

- Qualified sign language interpreters for persons with speech or hearing impairments; and
- Qualified bilingual interpreters.

Since these services must be scheduled with outside service providers, it is important to allow as much lead time as possible. Please notify the City of your need by 5:00 p.m. on the Thursday preceding the meeting by calling: 503-718-2419 (voice) or 503-684-2772 (TDD - Telecommunications Devices for the Deaf).

SEE ATTACHED AGENDA

VIEW LIVESTREAM ONLINE: https://www.tigard-or.gov/boxcast

CABLE VIEWERS: The City Council meeting will be shown live on Channel 21 (1st Tuesdays) and Channel 28 (2nd & 4th Tuesdays) at 6:30 p.m. The meeting will be rebroadcast at the following times on Channel 28:

Thursday 6:00 p.m. Friday 10:00 p.m. Saturday 7:30 p.m. Sunday 11:30 a.m. Monday 6:00 a.m.

City *of* Tigard

Tigard Business Meeting –Agenda

TIGARD CITY COUNCIL
MEETING DATE AND TIME: SEPTEMBER 26, 2023 - 6:30 p.m. Business Meeting
MEETING LOCATION: Hybrid - City of Tigard - Town Hall - 13125 SW Hall Blvd., Tigard, OR 97223

6:30 PM

1. BUSINESS MEETING

   A. Call to Order

   B. Roll Call

   C. Pledge of Allegiance

   D. Call to Council and Staff for Non-Agenda Items

2. PROCLAMATIONS AND RECOGNITION

   A. PROCLAIM OCTOBER 1-7, 2023 AS BANNED BOOKS WEEK

3. PUBLIC COMMENT

   A. Follow-up to Previous Public Comment

   B. Public Comment – Written

   C. Public Comment – In Person

   D. Public Comment – Phone-In

   E. Public Comment – Video

4. ADMINISTRATIVE REPORT **6:45 p.m. estimated time**

5. CONSENT AGENDA: (Tigard City Council) The Consent Agenda is used for routine items including approval of meeting minutes, contracts or intergovernmental agreements. Information on each item is available on the city's website in the packet for this meeting. These items may be enacted in one motion without separate discussion. Council members may request that an item be removed by motion for discussion and separate action.

A. TIGARD HOME: APPLICATION FOR DLCD TECHNICAL ASSISTANCE GRANT

- *Consent Agenda - Items Removed for Separate Discussion: Any items requested to be removed from the Consent Agenda for separate discussion will be considered immediately after the Council has voted on those items which do not need discussion.*

6. TYLER UPDATE **6:50 p.m. estimated time**

7. 2024 PUBLIC SAFETY RENEWAL LEVY BRIEFING **7:20 p.m. estimated time**

8. CARBON-RESPONSIBLE DEVELOPMENT IN THE TIGARD TRIANGLE **7:55 p.m. estimated time**

9. NON-AGENDA ITEMS

10. EXECUTIVE SESSION: The Tigard City Council may go into Executive Session. If an Executive Session is called to order, the appropriate ORS citation will be announced identifying the applicable statute. All discussions are confidential and those present may disclose nothing from the Session. Representatives of the news media are allowed to attend Executive Sessions, as provided by ORS 192.660(4), but must not disclose any information discussed. No Executive Session may be held for the purpose of taking any final action or making any final decision. Executive Sessions are closed to the public.

11. ADJOURNMENT **8:15 p.m. estimated time**

AIS-5338 **2. A.**

Business Meeting

Meeting Date: 09/26/2023

Length (in minutes): 5 Minutes

Agenda Title: Proclaim Banned Books Week, October 1-7, 2023

Authored By: Halsted Bernard

Presented By: Library Director Halsted Bernard

Item Type: Proclamation

Public Hearing Legal Ad Required?: No

Publication Date:

Information

EXPLANATION OF ISSUE

Mayor Lueb is being asked to issue a proclamation for Banned Books Week, October 1-7, 2023, by Tigard Public Library Director Halsted Bernard.

Library Director Bernard said the Washington County Board of Commissioners will be making a similar proclamation and libraries in the Washington County Cooperative Library Services will follow suit. The American Library Association posted this message, "Banned Books Week celebrates the freedom to read and spotlights current and historical attempts to censor books in libraries and schools. For more than 40 years, the annual event has brought together the entire book community — librarians, teachers, booksellers, publishers, writers, journalists, and readers of all types — in shared support of the freedom to seek and to express ideas, even those some consider unorthodox or unpopular."

ACTION REQUESTED

Mayor Lueb is being asked to issue the proclamation for Banned Books Week, October 1-7, 2023.

BACKGROUND INFORMATION

Dates of Previous and Potential Future Considerations

This is the first time a proclamation for Banned Books Week has been submitted.

Impacts (Community, Budget, Policies and Plans/Strategic Connection)

There is no financial impact associated with issuing this proclamation.

ALTERNATIVES & RECOMMENDATION

Mayor Lueb could choose not to issue a proclamation for Banned Books Week. City teammates recommend its issuance.

ADDITIONAL RESOURCES

N/A

Attachments

Proclamation

City *of* Tigard

BANNED BOOKS WEEK
OCTOBER 1 – 7, 2023

WHEREAS, the freedom to read is essential to our democracy, and reading is among our greatest freedoms; and

WHEREAS, privacy is essential to the exercise of that freedom, and the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others; and

WHEREAS, the freedom to read is protected by our Constitution; and

WHEREAS, some individuals, groups, and public authorities work to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries of materials reflecting the diversity of society; and

WHEREAS, both governmental intimidation and the fear of censorship cause authors who seek to avoid controversy to practice self-censorship, thus limiting our access to new ideas; and

WHEREAS, every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of American society and leaves it less able to deal with controversy and difference; and

WHEREAS, Americans still favor free enterprise in ideas and expression, and can be trusted to exercise critical judgment, to recognize propaganda and misinformation, and to make their own decisions about what they read and believe, and to exercise the responsibilities that accompany this freedom; and

WHEREAS, intellectual freedom is essential to the preservation of a free society and a creative culture; and

WHEREAS, conformity limits the range and variety of inquiry and expression on which our democracy and our culture depend; and

WHEREAS, the American Library Association's *Banned Books Week: Celebrating the Freedom to Read* is observed each year as a reminder to Americans not to take their precious freedom for granted; and

WHEREAS, Banned Books Week celebrates the freedom to choose, or the freedom to express, one's opinion even if that opinion might be considered unorthodox or unpopular and stresses the importance of ensuring the availability of those unorthodox or unpopular viewpoints to all who wish to read them.

NOW THEREFORE BE IT RESOLVED, I, Mayor Heidi Lueb of the City of Tigard, Oregon do hereby proclaim October 1-7, 2023 as

BANNED BOOKS WEEK

in the City of Tigard and encourage all libraries and bookstores to acquire and make available materials representative of all people in our society and along with the Tigard Public Library, encourage free people to read freely, now and forever.

Proclamation

City *of* Tigard

Dated this 26th day of September, 2023

IN WITNESS WHEREOF, I have hereunto set my hand and caused the Seal of the City of Tigard to be affixed.

Heidi Lueb, Mayor
City of Tigard

Attest:

Carol A. Krager, City Recorder

AIS-5345 **5. A.**

Business Meeting

Meeting Date: 09/26/2023

Length (in minutes): Consent Item

Agenda Title: Tigard HOME: Application for DLCD Technical Assistance Grant

Authored By: Hope Pollard

Presented By: Hope Pollard

Item Type: Motion Requested
Resolution

Public Hearing Legal Ad Required?: No

Publication Date:

Information

EXPLANATION OF ISSUE

Shall the Community Development Department apply for a Department of Land Conservation and Development (DLCD) Technical Assistance Grant to support community engagement for the Tigard HOME (Housing, Opportunity, Mobility, and Ease) project?

ACTION REQUESTED

Staff recommends adoption of the resolution.

BACKGROUND INFORMATION

Community Development is in the beginning stages of the Tigard HOME (Housing, Opportunity, Mobility, and Ease) project. This project examines the potential for appropriately scaled nonresidential activity in residential neighborhoods in Tigard and will require a tremendous amount of community involvement. Over the next year, staff intends to engage with community members in a variety of ways to ensure that solutions for the HOME project are built with the communities these solutions will impact most.

Staff proposes using grant funds, if awarded, to hire a consultant that would create visualizations of potential solutions. Professional depictions of different types of potential activity in neighborhoods would help community members better identify, refine, and discuss potential solutions.

The Department of Land Conservation and Development (DLCD) supports this kind of outreach through their Technical Assistance Grant, which is primarily focused on funding economic development and climate resilience projects this year. Tigard HOME represents the ideal nexus of these two objectives, as it looks at creating complete neighborhoods with greater economic opportunity and mobility options.

The City is seeking $40,000 to support this work program. The internal grant committee reviewed and approved this request.

ALTERNATIVES & RECOMMENDATION

Staff recommends adoption of the resolution.

ADDITIONAL RESOURCES

Attachments

HOME DLCD Grant Reso

CITY OF TIGARD, OREGON
TIGARD CITY COUNCIL
RESOLUTION NO. 23-

A RESOLUTION APPROVING AN APPLICATION FOR A METRO 2040 PLANNING AND DEVELOPMENT GRANT TO FUND TIGARD HOME (HOUSING, OPPORTUNITY, MOBILITY, AND EASE) PROJECT.

WHEREAS, The City of Tigard has begun a long-range planning project known as Tigard HOME (Housing, Opportunity, Mobility, and Ease); and

WHEREAS, Metro has a new cycle of funding available for the 2040 Planning and Development Grant Program, which has targeted funds for community engagement; and

WHEREAS, the Tigard HOME project will require significant community engagement, including assistance with interpretation into languages other than English; and

WHEREAS, the grant would fund community ambassadors to aid in translation, interpretation, and encouraging community participation; and

WHEREAS, hiring community ambassadors would aid in making engagement for the HOME project more equitable and representative of the Tigard community.

NOW, THEREFORE, BE IT RESOLVED by the Tigard City Council that:

SECTION 1: Council approves the submittal of an application for a Metro 2040 Planning and Development Grant to support equitable community engagement for the Tigard HOME project.

SECTION 2: This resolution is effective immediately upon passage.

PASSED: This _____ day of _____ 2023.

_____
Mayor - City of Tigard

ATTEST:

City Recorder - City of Tigard

AIS-5340 **6.**

Business Meeting

Meeting Date: 09/26/2023

Length (in minutes): 30 Minutes

Agenda Title: Tyler Update

Authored By: Kathy Nyland

Presented By: Assistant City Manager Nyland, IT Director Delgoda, Tyler Project Director Clark and Project Advisor Yeo

Item Type: Update, Discussion, Direct Staff

Public Hearing Legal Ad Required?: No

Publication Date:

Information

EXPLANATION OF ISSUE

What is "Tyler"? It is a citywide 'enterprise' software that will modernize most of our core business systems. In simple terms, it is a huge project that will be impactful and transform how we operate and function as a city. This is the largest business system project the city has embarked upon. The goal of the Tyler Project is to implement this enterprise software solution, which is integrated modules versus department silo systems. Success will be shared data and processes and better customer service and experience. All city departments and staff will be affected in some way by this project.

Why are we implementing a new ERP system? The city's departments currently utilize aged business systems that are over a decade old. These 'siloed' systems do not have the ability to properly report and analyze data across platforms, making data-informed decisions difficult. In addition, many of these systems have either relied on software customizations that restricted the ability to upgrade and create further enhancements to support city operations, or require expensive vendor-supported changes for enhancements and modifications.

ACTION REQUESTED

This is an informational briefing. We are providing an update, and introducing new team members, who will help advance this goal. Questions and feedback are welcomed.

- Maiya Delgoda, Information Technology (IT) Director
- Clarence Clark, of Data Climb, Tyler Project Director
- Lisa Yeo, former interim Project Director, current Project Advisor

BACKGROUND INFORMATION

What started as a discussion around asset management evolved into a broader conversation about our business systems, resulting in the City of Tigard embarking on a new ERP system. This project was initially considered in 2018, scoped in 2019, and went under contract in 2020.

The project was scoped under the best of circumstances; however, the project was launched right before another unprecedented time- a pandemic and its impact on workforces in the public and private sectors. Because of the pandemic, many were able to work remotely or via hybrid and priorities were being re-evaluated as we focused on continuing operations. The nation's workforce and economy changed. Our

economic landscape changed, and Tigard was not immune to such shifts. Like many other employers – including cities our size - Tigard experienced a high-level of turnover. So vacancies and departures presented as barriers to the project's implementation.

In January 2023, we were presented with an opportunity to examine the ERP project. We conducted an independent project assessment and that resulted in a report which included several recommendations. Those findings allowed us to recalibrate and forge a new path forward to success.Some of the key findings included having a Tyler Project Director and creating resource-based plans. We addressed the top Tyler project need identified by the 3rd party project assessment – the need for a dedicated Tyler Project Director – and are now on course to implement Munis Finance on October 2, 2023.

- Lisa Yeo served as interim Project Director from April through July. The Tyler Steering Committee was able to understand the current status of the five Tyler modules for which implementation was already underway, support a new project plan to get Munis Finance implemented by October 2, and develop a Go Live schedule for the other modules relative to the Munis Finance Go Live date.

- Clarence Clark, of DATA CLIMB, was the successful candidate of the RFP for a 2-year contract to serve as Tyler Project Director starting August 7th, 2023. Clarence and his firm specialize in helping municipalities implement Tyler systems!

We addressed the primary reason for the previous delay of Tyler implementation – the need for city resources on the Finance, HR and Utility Billing project teams. Our FY 2024 budget includes additional resources. New leads for the Tyler HCM project team, the Tyler UB team, and the Tyler change management team started with the city on September 11, 2023.

- For Finance - We filled staff vacancies and re-organized the Tyler Finance project team, brought in a 6-month contractor to lead the team, and developed a resource-based plan to get to a new Munis Finance Go Live date of October 2, 2023. User training was conducted August 28 through September 21. Cutover to the Munis system including conversion of data from the previous finance system is currently in process. City staff are excited to start using Munis!

- For Human Resources, Utility Billing, and Change Management - A Request for Proposals (RFP) to fill three key roles with contractors was conducted this summer. DATA CLIMB was the successful bidder. New leads for the city's Munis HRM team, the Munis UB team and for the city's ERP change management team started work with the city on September 11th, 2023. All three have experience implementing Tyler ERP systems for municipalities.

Looking forward:

- After city staff begin using the new Munis Finance core functions, department staff will be trained, starting November 2023, to develop next year's budget using Munis. The new system eliminates dual data entry into legacy budget systems and provides real-time access to departments to their budget numbers as well as past financial data, in one location.
- In January 2024, the city is scheduled to Go Live on the Munis HR/Payroll system, including new, improved electronic timesheets and leave requests, online supervisor approvals, and improved reporting capability.
- The city's new Tyler Change Management Lead and internal Customer Experience Team are joining forces this fall to develop a solid change management plan for notifying and engaging the city's external customers in the new system. They are designing the online portals external customers will use to access city functions in the new system with a focus on intuitive navigation and ease of use, including ADA and racial equity considerations.

Lastly, in addition to the above-mentioned changes, in June, the City of Tigard welcomed its first Information Technology (IT) Director- Maiya Delgado. Her skills, experience, and perspective are helping ensure that we continue to advance the goal of successfully implementing our ERP system.

Previous Tyler updates, and briefings:

- July 2023 Contract with Data Climb awarded
- September 27, 2022 Request to carry forward implementation fees that have not been used to date due to project schedule adjustments.
- April 5, 2022 Business meeting briefing on Tyler delay
- February 2022 Tyler backfill, training module
- September 28, 2021 Request to carry forward unused Tyler implementation fees due to timing issues.
- September 2021 Tyler Contract
- April 27, 2021 general update, mostly about project moving forward and benefits
- March 16,2021, update

ALTERNATIVES & RECOMMENDATION

This is an informational briefing, providing an update and highlighting some key milestones. Questions and feedback are welcomed.

ADDITIONAL RESOURCES

One of Council's 2023-2025 goals is: Modernize and Improve City Services: The Mayor and Council also set a goal of continuing to advance key initiatives that will modernize the City operations and improve the services it provides for the public. That includes making progress on the City Facilities Modernization Project to have facilities that are more resilient, safer, and cost-effective with taxpayer dollars for the future. It also includes continuing to implement a new citywide software platform that will modernize core business systems – including finance, purchasing, fixed asset, inventory, human resources, and payroll systems. These initiatives will result in more modern facilities and services to meet the growing needs of the community.

Attachments

February 22, 2022 Tyler Update Presentation

March 16, 2021 Tyler Update Presentation

Request to award contract to Data Climb



City *of* Tigard

Total Tyler Project

Briefing

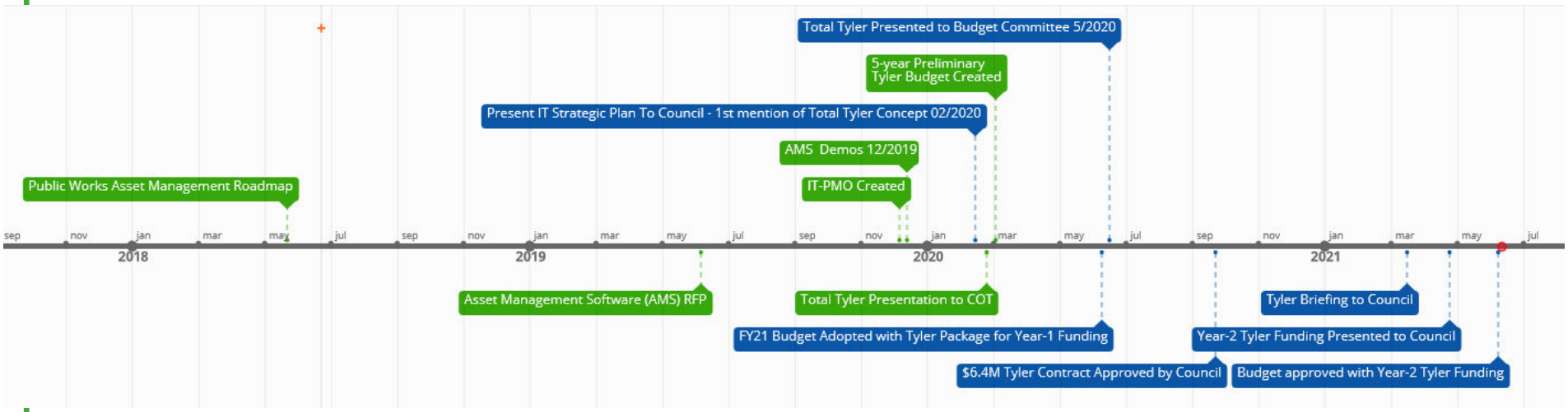
February 22nd 2022

TIGARD

Presentation

- Project Shapshot/Background
- Community Impacts
- Budgeting resource needs
- Upcoming Activity
- Project Risks

Total Tyler Timeline



TIGARD

What has been approved by Council

- FY20
  - (2) FTE's in IT to form the IT Project Management Office
- FY21
  - (3) FTE's in IT to form the Enterprise Applications Team
  - September 2020 – Tyler Contract
- FY22
  - (1) FTE In IT to add to Enterprise Applications Team
  - (3.5) LD-FTE for Backfill in various departments
  - $383,000 Contract funds for backfill positions (FIN & PW)

Project Snapshot

- Priority city project
- Replace core business systems
- $6.4 mil contract over 10 years
  - Project Implementation (4yrs) $1.6 mil
  - SaaS Costs (10 yrs) $4.8 mil
- Teammate resource loads

Background –Business Case

- Decade+ business system age
- Isolated systems
- Outdated paper-based workflows
- Limited public online capabilities



Community Benefit



Streamlined



Citizen Portals



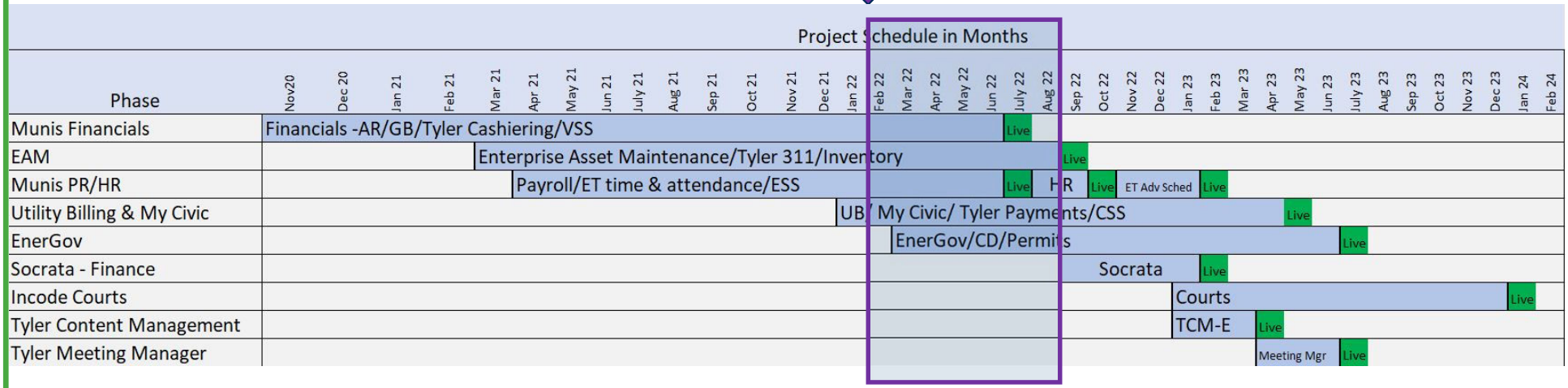
311



Reporting

Overall Project Schedule

Next 6 Months



Tyler Contract

- Software as a Service (SaaS)
- Implementation
- Data Conversions



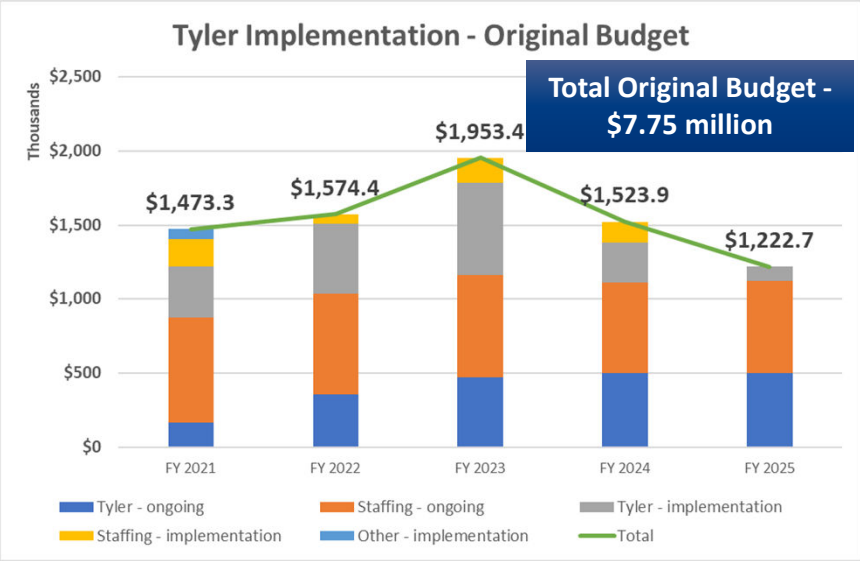
Cost Breakdown Detail

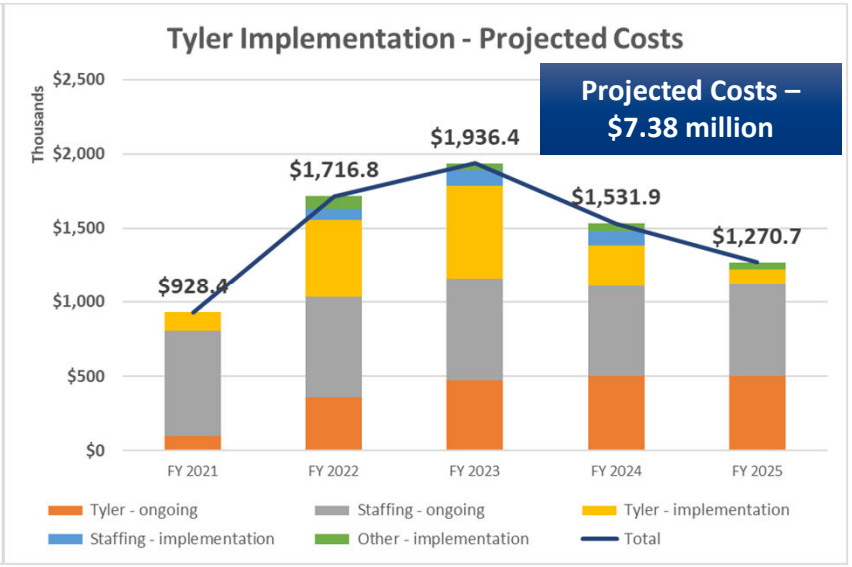
- **Tyler Contract Costs**
  - Software as a Service (Saas)
  - Implementation costs
  - Data conversion costs



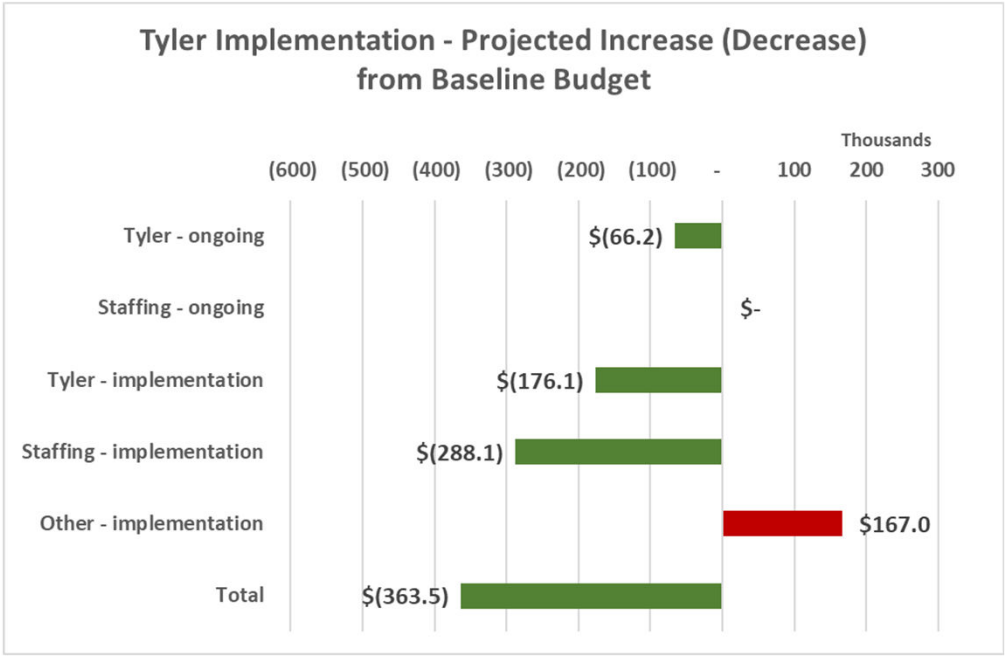
- **Soft Costs**
  - Backfill
  - Contract / temp positions
  - Salary + benefits
  - Training Space
  - Everything else

Tyler Implementation Budgeted Costs



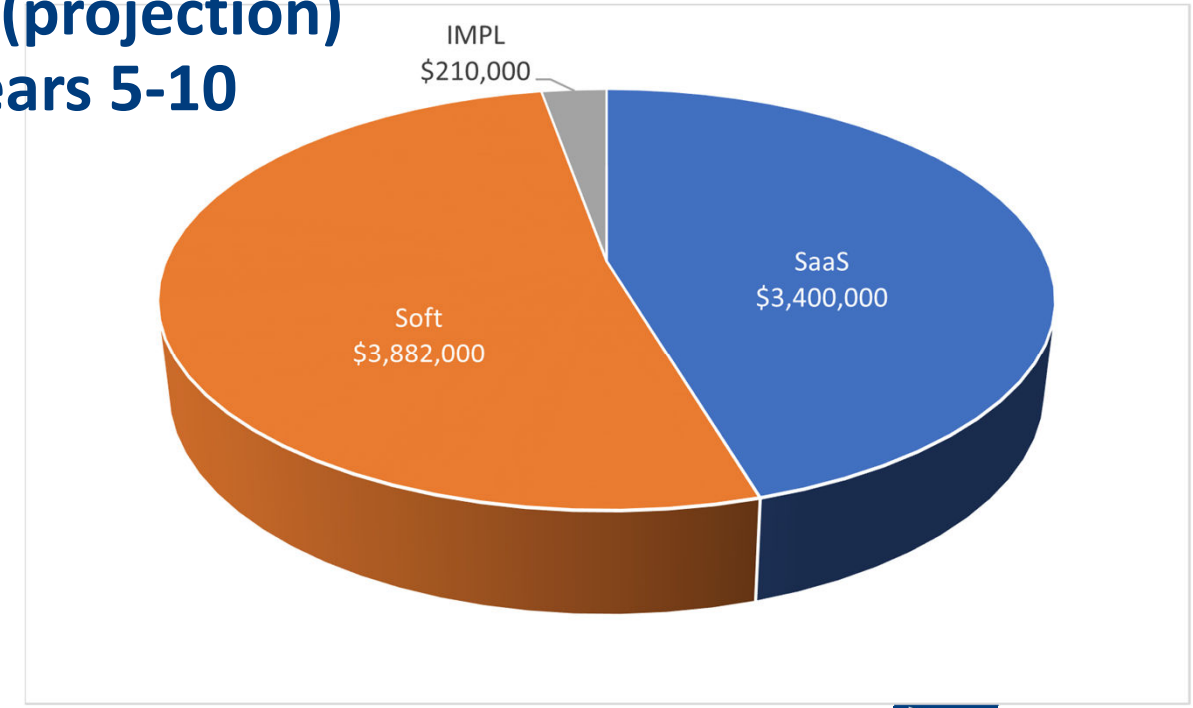


Tyler Implementation Budget Variance



- Tyler Ongoing costs - delayed implementation of some modules vs. budget, reduces costs during implementation phase
- Tyler Implementation costs – tracking lower than originally anticipated
- Staffing Implementation costs – reduction due to revised backfill assumptions in finance, courts and city clerk functions
- Other Implementation costs – increase to accommodate training needs as approved in Q2 FY 2022 budget amendments
- Over anticipated project savings - $363,500

Tyler Program Costs (projection)
$7,500,000 Total - Years 5-10
$1,250,000/year



Years 1-4 = $7,385,000
Years 5-10 = $7,500,000

10-year program cost $14,885,000

Tyler Risk Management Plan

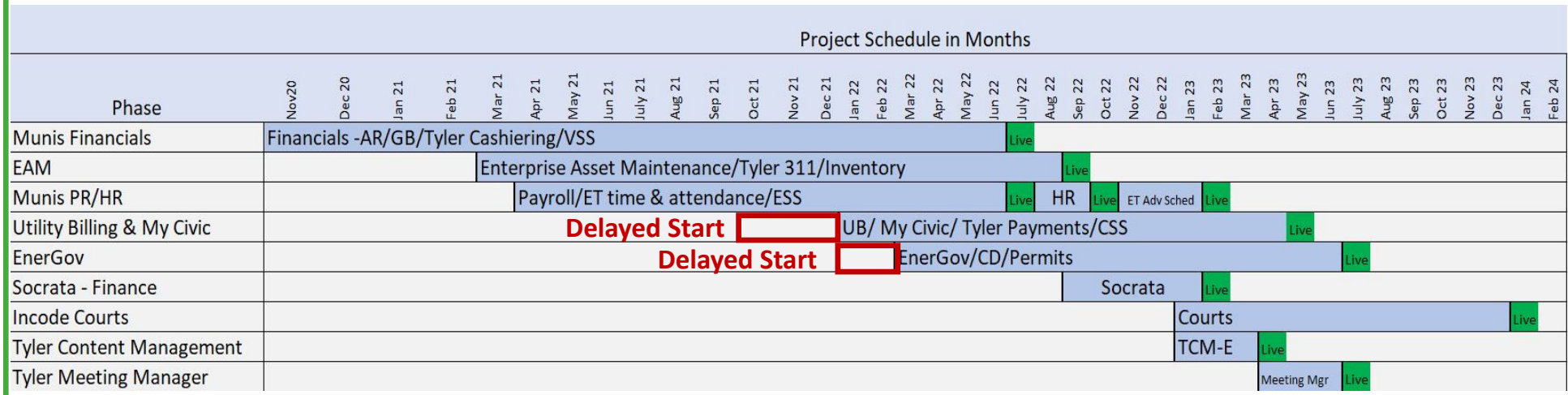
- Updated every 6 months
- Reassess current risks and adjust for new ones
- Highest risks are all FTE resource related
- Potential for project implementation and go-live delays

Current Identified Risks

- Teammate turnover
- Position vacancies
- Teammate availability
- Training space
- 100% online implementation due to COVID
- Project scale / resource load



Risk Mitigation –Schedule



Future Budgeting Items



- FY22 Q2
  - Training facility – **Thank you!**
- Budget requests FY23
  - Proposed continuation of contract $$
- Potential budget requests FY24
  - (1) City Records LD-FTE (if TCM-E decision)
  - Continued backfill and contract $$





Future Decision Items

Additional Additions –Tyler Suite

Tyler Component	Tigard Legacy System
Meeting Manager	Agenda Quick
Content Manager Enterprise	Laserfiche
E-ticketing	APS E-Ticketing
Parks and Recreation	ActiveNet
API Services	Integrations with non-Tyler systems

Community Focus –Next 6 Months

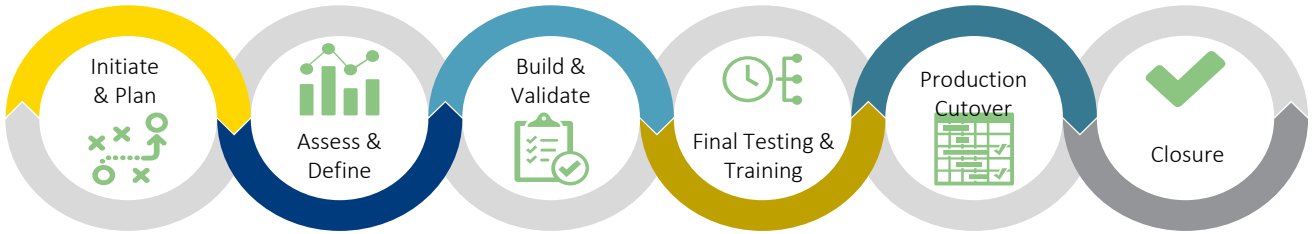
- Minimally - mostly internal deployment
- Vendor self-service
- Electronic invoices
- Credit card transaction and e-check fees (passed to customers) for counter transactions.

Community Focus -Future

- 311
- Improved citizen portal
- Centralized access to city services
- Data reporting transparency
- Mobile app for citizen access to city services
- Virtual Court

Upcoming Activities

- Utility billing kickoff completed, and sessions started today
- Permitting (EnerGOV) commencing in the March
- In the month - 5 concurrent phases will be running
- Next 12 months will contain most intense project activity





Questions?

Thank you for your time



City *of* Tigard

Total Tyler Project

Briefing

March 16th, 2021

TIGARD

Presentation

- Project Overview
- Background
- Key Achievements to Date
- Public Benefit
- Team Capacity
- Upcoming Activity

Project Overview

- Priority city project
- Replace core business systems
- $6.4 M project over 4 years



Background –Business Case

- Core business systems over a decade old & are independent
- Antiquated paper-based workflows
- Current solutions provide limited public online capabilities

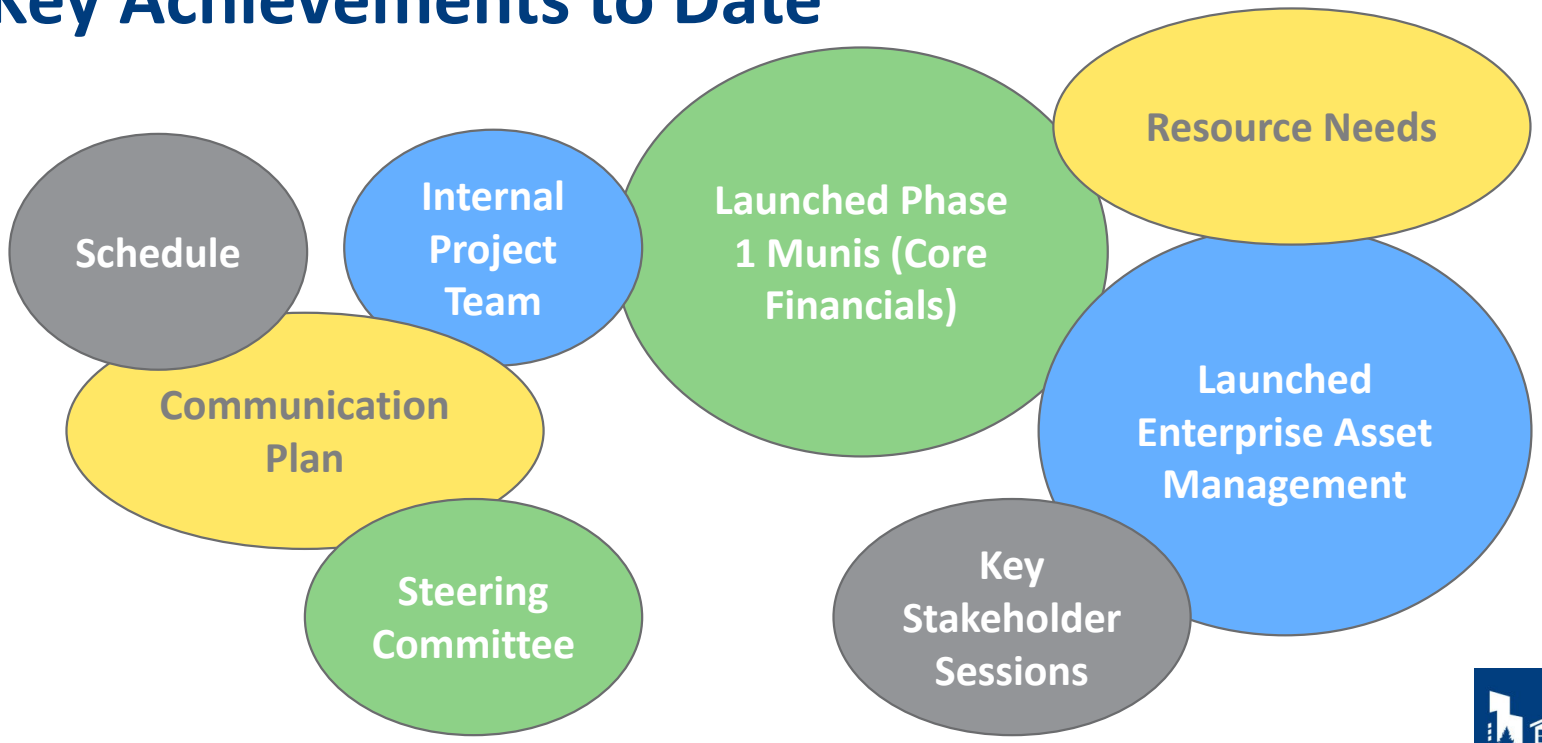








Key Achievements to Date

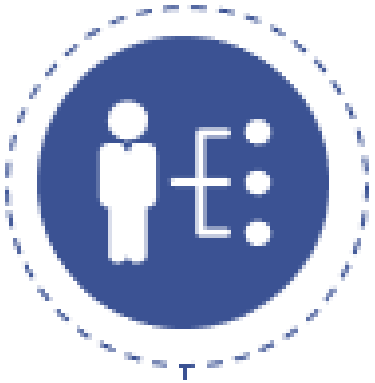


Public Benefit

- Improved public facing interaction with business systems
- Online Portal
- More Self-Service



Internal Teams



Executive Sponsor

- Kathy Nyland – Assistant City Manager

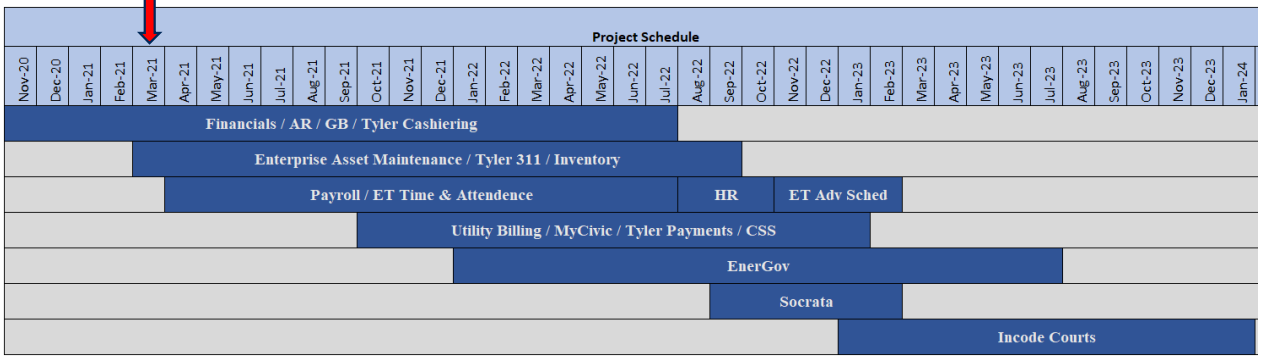
Steering Committee

- Toby LaFrance – Finance Director
- Dana Bennett – HR Director
- Brian Rager – Public Works Director
- Kenny Asher – Community Development Director
- Nadine Robinson – Central Services Director
- Mike Nolop – IT Manager

Project Management

- Preston Beck – Total Tyler Oversight Project Manager
- Jeanne Robson – Munis Financials, Munis HR, EnerGov, Socrata
- Kelly Johnson – Munis UB, Adv Scheduling, EAM, Document Management, 311, Court

Schedule



Phase	Functional Area	Target Go-Live
1	Financials	July 2022
2	EnerGov	July 2023
3	Payroll, ExecuTime Time & Attendance Human Resources	July 2022 October 2022
3b	ExecuTime Advanced Scheduling	February 2023
4	Utility Billing/Revenues	January 2023
5	Enterprise Asset Maintenance	September 2022
6	Socrata	January 2023
7	Incode Courts	January 2024

TIGARD

Resource Implications

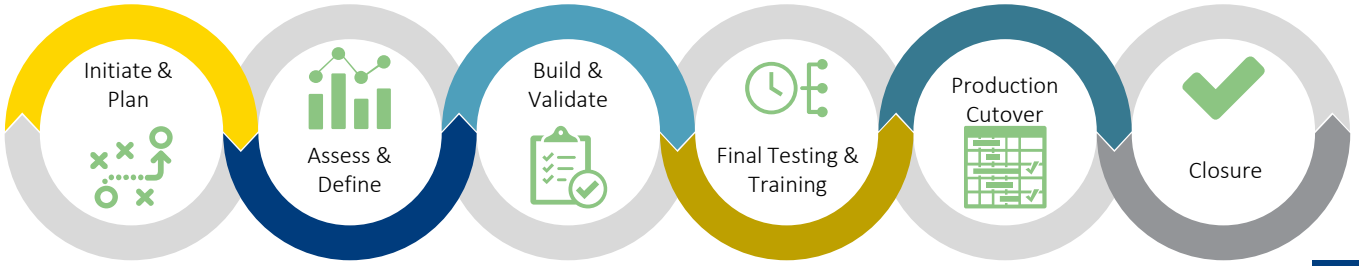
- Total Tyler Project largest business system project ever for city
- Significant teammate time needed during implementation and post implementation
- IT Division actions:
  - IT Project Management Office (PMO)
  - Adding additional teammates
  - Forming applications and database teams
- IT developed evaluation tool to assist departments in identifying potential resource demands





Upcoming Activities

- Over next 3 months 3 concurrent phases
- Increased project intensity in fall with Utility Billing
- Next 18 months will contain intense project activity





Questions?

Thank you for your time

AIS-5295	**4. C.**
Business Meeting	
Meeting Date:	07/25/2023
Length (in minutes):	Consent Item
Agenda Title:	Project Director for City of Tigard ERP Implementation
Authored By:	Toni Riccardi
Presented By:	Project Manager Kathy Nyland
Item Type:	Motion Requested
Public Hearing Newspaper Legal Ad Required?:	No
Public Hearing Publication Date in Newspaper:	

Information

EXPLANATION OF ISSUE

Staff wish to award a contract to Data Climb for ERP Implementation Project Director.

ACTION REQUESTED

It is recommended that the Local Contract Review Board award a contract to Data Climb for the Project Director for the City of Tigard ERP Implementation in the amount of $500,000.00 and direct the City Manager to take the steps necessary to execute the contract.

BACKGROUND INFORMATION

The City of Tigard is implementing Tyler Technologies' ERP software to modernize its core business processes. The implementation project consists of Munis Finance, Human Capital Management (HR/Payroll), Enterprise Asset Management (EAM), Utility Billing (UB), Enterprise Permitting and Licensing (EPL/EnerGov), Incode (Court), 311 Services, My Civic (civic engagement), Socrata (enterprise data management), and other supporting tools.

Earlier this year, the city brought on a consultant, VIE, to conduct an independent assessment of the Tyler project. A series of recommendations were made, including hiring a Project Director. For the last several months, the city has been implementing many, if not all, of the recommendations. We were fortunate in that Lisa Yeo, a consultant who has been assisting with IT needs, agreed to serve as an interim Director from March through June 2023, as we recalibrate the project, which included creating resource-based project plans. During this time, we continued to implement recommendations, including seeking additional capacity.

Acknowledging the importance of this project, and the need to modernize our technology systems, the Fiscal Year 2024 budget includes $900,000, earmarked specifically for this ERP project. That investment will be directed towards several of the pressing needs included in the assessment- a Project Director and additional capacity (business analysts) in several of the modules.

The city is seeking a contract Project Director for an initial period of 2 years with an optional extension to 3 years, to report to the Assist City Manager/ERP Project Sponsor. The Project Director will work closely with the Project Sponsor, Steering Committee, Tyler Project Managers, and the city's internal Project Managers and Functional Leads to implement the software in phases, beginning with Munis Finance. On June 5, 2023, the City issued a Request for Proposal -RFP seeking services of consulting firms with demonstrated success in ERP implementation and project management. On June 15, 2023, five (5) proposals were received. A selection committee reviewed and scored the proposals, interviewed candidates, and after careful consideration, staff recommends that the City award the contract to Data Climb. The main objectives to be completed under this contract for Data Climb are as follows:

- Lead and manage a Program Management Team to coordinate the work across departments on various Tyler

modules.

- Lead and oversee the project teams for each component of the software, including project managers, functional leads, business analysts, technical support leads, and subject matter experts.
- Monitor project budget and timeline and provide updates, escalate appropriate decisions and issues, develop solutions, and facilitate resolution.
- Manage project risk and develop mitigation strategies.
- Ensure effective ongoing project transparency and communications for all stakeholders.

ALTERNATIVES & RECOMMENDATION

The Local Contract Review Board may choose to not award this contract and direct staff to resolicit for the work.

ADDITIONAL RESOURCES

None

Fiscal Impact

Cost: $500,000

Budgeted (yes or no): Yes

Where budgeted?: IT Department

Additional Fiscal Notes:

Attachments

No file(s) attached.

AIS-5352 **7.**

Business Meeting

Meeting Date: 09/26/2023

Length (in minutes): 35 Minutes

Agenda Title: 2024 Public Safety Renewal Levy Briefing

Authored By: Joanne Bengtson

Presented By: Chief Kathy McAlpine and Assistant City Manager Kathy Nyland

Item Type: Update, Discussion, Direct Staff

Public Hearing Legal Ad Required?: No

Publication Date:

Information

EXPLANATION OF ISSUE

In late April and May of 2023, Council received a series of briefings about the current Public Safety Levy. During those discussions we talked about the history of the 2020 levy, the need and the current state of responses. Council gave the directive to continue working on a renewal levy, aiming for a May 2024 ballot measure. This briefing will provide an update about the messaging and the outreach and engagement we have conducted- what we have done and what we have heard. We'll also provide a high-level overview of the recent survey which was launched in early September.

ACTION REQUESTED

This is an informational briefing. City Teammates will provide an update on communications and outreach. We welcome questions, suggestions and input from Council as well as direction moving forward.

BACKGROUND INFORMATION

Dates of Previous and Potential Future Considerations

4/25/2023 – Council review of Police Services Levy background and history
5/23/2023 - Council discussion on continuation of a Police Services Levy; specifically when to place this measure on the ballot. City Council directed teammates to put this renewal levy on the May 2024 ballot.

Public Involvement

Chief McAlpine and her team have been invited to and attended multiple community engagements in the last quarter, with a sampling listed below.
Current activities underway include:

- Events & Outreach:
- Updating collateral material to consolidate information into one piece to inform the community of the request to renew the levy.
- Website is constantly updated, and the team is moving much of the information found in our FAQ and Facts material to a webpage.
- Poll: The city administered a survey about police and public safety from September 5-7, 2023. Another is planned for November/December.
- Budget Calculator: The Levy Explorer application is being updated with Washington County's recently released 2022-23 tax roll data and will launch soon. We will be updating the Dollar graphic

as well.

- The Communications division is planning to record a Talking Tigard Podcast with an SRO and student..
- Ballot Title – The Secretary of State announced that her office is limiting review of material for Safe Harbor to five reviews per election.
- Editorial Calendar has been laid out to track outreach opportunities.
- September 30, Police will host an Open House from 11 a.m. to 3 p.m. at Tigard Police Station with tours, activities, engagement opportunities and more.

Impacts (Community, Budget, Policies and Plans/Strategic Connection)
Teammates have been able to connect with more than 4500 community residents to answer questions and talk about the renewal levy.

Polling: Community Attributes:
The levy renewal is in good shape. There are some areas that we are focusing on, specifically the intensity of support, but overall, it stays in the high 50s to low 60s throughout the survey which is a good sign.

The community survey (or attributes) was in the field from September 5th through the 7th. The purpose was to gauge support of a Public Safety Renewal Levy and to affirm some key messages. In May, Council gave us direction to continue exploring a Renewal Levy for May 2024. This would be the primary election during a Presidential year. This is being mentioned because voter turnout will be key. Voter turnout for a primary usually hover around 45% percent whereas a general election in a Presidential year is in the 80%. When asked how likely they were to vote in the primary election:

- 50% were almost certain.
- 50% were likely.

The survey asked about the Renewal Levy three times. First was a basic, initial ask. Then we provided more information, including that this was a renewal meaning taxes would not increase. Then we asked a series of question about support- why they would support and why they would not support. We asked about how safe people felt and we inquired about cost of living. After that battery of questions, we once asked about how they might vote for the renewal levy. The results are below:

	1st Ask	2nd Ask	3rd Ask	Change
Yes, strongly	24%	25%	28%	+3
Yes, not strongly	33%	33%	34%	+1
No, not strongly	12%	12%	11%	-1
No, strongly	16%	16%	16%	-0-
Don't know/NA	16%	14%	11%	-3
Net YES	**57%**	**58%**	**62%**	**+4**
Net NO	**28%**	**28%**	**27%**	**-1**

As for feeling safe:

- 60% feel safe or relatively safe in their community.
- 54% are worried or somewhat worried about crime.

A question was asked about trust, specifically about trusted advocates.

- Faith Based leaders received a great deal of support at 21%
- Mayor Lueb followed at 16%

- Council and Chief McAlpine followed closely behind.

Lastly, we did test Police Services versus Public Safety. The question was asked to help develop our messaging.

- 40% strongly favored public safety
- 37% strongly favored police services

Based on what we are hearing and what we have learned, we'll continue engaging with the community, conducting a robust awareness campaign, and then field another survey in late 2023, early 2024.

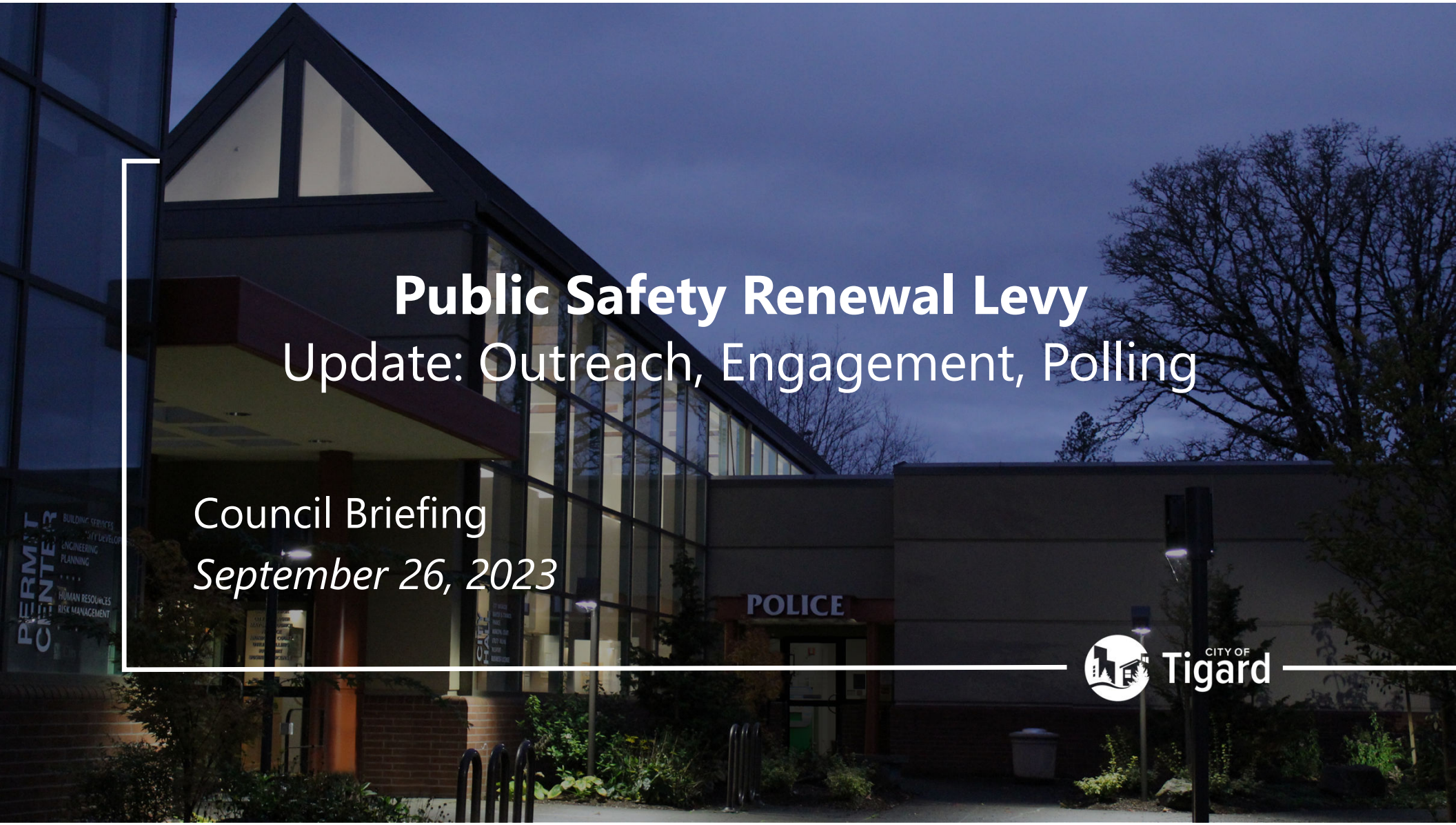
ALTERNATIVES & RECOMMENDATION

City Council could choose not to receive a briefing on the 2024 Public Safety Renewal Levy.
City Teammates recommend hearing the briefing, offering suggestions to communicating with the community and asking questions of teammates.

ADDITIONAL RESOURCES

Attachments

Presentation



Public Safety Renewal Levy

Update: Outreach, Engagement, Polling

Council Briefing

September 26, 2023

CITY OF Tigard

Background

In April and May, several briefings at Council around public safety and police needs.

- History of the levy
- Background of the needs
- Strategy for a renewal levy

Outcome: Direction given to proceed with a May 2024 renewal levy

CITY OF Tigard

Outreach and Engagement: *What we've done*

Since June 1st

- **49 community events**
- **4,500 community member contacts**
- **Around 2,000 pieces of collateral distributed**
- **TPD Facebook Reach: 180,000 (lifetime audience ~23.2% Tigard)**
- **TPD Instagram Reach: 14,000 (lifetime audience ~31.1% Tigard)**

CITY OF Tigard

Outreach and Engagement: *What we've heard*

- **Sense of safety in Tigard**
- **Current levy-supported staffing**
- **Fear of crime**
  - Specifically crime from neighboring cities moving into Tigard.
- **Police response time**
- **General support for renewal levy**



Photo: Tigard Police attended a community gathering at the Muslim Educational Trust in September 2023.

CITY OF Tigard

Outreach and Engagement: *What's next?*

Police Open House

- 11 AM – 3 PM Saturday, September 30th

  Tigard Police Department 13125 SW Hall Blvd

Coffee with a Cop

- 10 AM – 11:30 AM Wednesday, October 4th

  Primo Espresso 15981 SW Hall Blvd

Rx Drug Takeback Day

- 10 AM – 2 PM Saturday, October 28th

  Tigard Police Department 13125 SW Hall Blvd



CITY OF Tigard

Community Survey: *What we learned*

- Survey in the field September 5 through September 7, 2023
- City of Tigard; n=400
- 32 questions, including split samples and optional demographics

Q: How likely are you to vote in the primary?

- 50% Almost certain
- 50% Probably

CITY OF Tigard

Community Survey: *What we learned*

GOOD NEWS

Support of renewal levy is polling in the 50% to 60% range!

Community Survey: *What we learned*

Participants were asked about how they would vote three times throughout the survey.

	1st Ask	2nd Ask	3rd Ask	Change
Yes, strongly	24%	25%	28%	+3
Yes, not strongly	33%	33%	34%	+1
No, not strongly	12%	12%	11%	-1
No, strongly	16%	16%	16%	-0-
Don't know, N/A	16%	14%	11%	-3
Net YES	**57%**	**58%**	**62%**	**+4**
Net NO	**28%**	**28%**	**27%**	**-1**

CITY OF Tigard

Community Survey: *What we learned*

Why people are voting yes (n-223)

- 24% Maintains a strong police force
- 19% Well funded police is important
- 19% General support of police
- 14% Don’t become Portland
- 13% Police need more money

CITY OF Tigard

Community Survey: *What we learned*

Why people are voting no (n-112)

- 23% Police can't be trusted
- 19% Police are not trained well
- 14% Misunderstood. Think renewal is a tax increase
- 11% Money is wasted
- 11% Defund the police

CITY OF Tigard

Community Survey: *What we learned*

Cost of living

- Inflation and housing were the top concerns

Safety

- 60% feel somewhat to very safe in community
- 54% are somewhat to very worried about crime
- 56% of community feels police department meets their needs
- 29% feels that police department does not meet their needs

CITY OF Tigard

Community Survey: *What we learned*

What services the renewal levy funds

- 74% Net favor. Maintains existing 9-1-1 police services
- 73% Net favor. Funds advance training in crisis intervention
- 72% Net favor. Retains School Resource Officer

- *Net favor includes favor strongly and favor not strongly*

CITY OF Tigard

Community Survey: *What we learned*

Split Sample question

- 40% strongly favors “Maintains existing PUBLIC SAFETY services in Tigard”.
- 34% strongly favors “Maintains existing POLICE SERVICES in Tigard”.

CITY OF Tigard

Summary

Good News

Support of renewal levy is polling in the 50% to 60% range,
however, there is still work to do.

- *Continue outreach and engagement*
- *Continue meeting people where they are*
- *Continue a strong awareness campaign*
- *Partner with GotV efforts*
- *Field another poll in January 2024*
- *Preparing for referral in February 2024*

CITY OF Tigard



Thank you for your time.

Questions?

CITY OF Tigard

AIS-5291 **8.**

Business Meeting

Meeting Date: 09/26/2023

Length (in minutes): 20 Minutes

Agenda Title: Carbon-Responsible Development in the Tigard Triangle

Authored By: Lloyd Purdy

Presented By: Economic Development Manager Purdy

Item Type: Update, Discussion, Direct Staff

Public Hearing Legal Ad Required?: No

Publication Date:

Information

EXPLANATION OF ISSUE

The City of Tigard's Vertical Housing Development Zone (VHDZ) partial property tax abatement and Tax Increment Financing (TIF) Development Assistance Fund incentivized local development firm, DIG Real Estate, to make energy efficiency investments in a new five-story mixed-use development under construction in the Tigard Triangle at 7035 SW Hampton Street.

The Town Center Development Agency awarded $650K in development assistance to the project, primarily as an incentive for energy efficiency upgrades to the building. As one of the most carbon-responsible mixed-use projects in Tigard, it scored high in the TIF program criteria. The project will also be eligible for a 10-year 80% property tax abatement on the new building. Initial estimates value the building at $28 million in total costs with 55 apartments and 1,800 square feet of commercial space.

ACTION REQUESTED

No action required by Council.

This presentation is a briefing on how community development programs like the VHDZ partial property tax abatement and TIF Development Assistance Fund can encourage carbon responsible development in Tigard. Developers Josh and Brenner Daniels, Principles of DIG Real Estate, will present their project and summarize the energy efficiency investments in the new building.

BACKGROUND INFORMATION

In 2014, the City of Tigard created a Vertical Housing Development Zone (VHDZ) in the Tigard Triangle and Downtown Tigard to encourage high-density mixed-use development in specific parts of the City. The VHDZ provides eligible development a 10-year partial property tax abatement for new mixed-use buildings with first-story commercial space. Eligible projects receive between 20 and 80 percent in property tax abatement on the value of the new development. A building with first story commercial and four floors of residential above street-facing commercial space would be eligible for the maximum 80% tax abatement. After the first 10 years, properties are taxed at their full rate.

Recently built mixed-use apartments like the Adrienne, the Overland at Dartmouth, and the 72nd in the Tigard Triangle benefited from Tigard's Vertical Housing Development Zone. In Downtown Tigard, Atwell Off Main benefited from the VHDZ tax abatement. Several projects under construction,

including Ava Roasteria's mixed use project in Downtown Tigard as well as projects on Hermoso Way and Gonzaga Street in the Tigard Triangle, are also eligible to receive the VHDZ property tax abatement.

Along with being eligible for the 80% VHDZ property tax abatement, the NW Hampton Street project was awarded $650,000 in TIF District Development Assistance. The mixed-use apartment meets the TIF program criteria because it will be certified as a Path to Net Zero project or will have building features that provide an equivalent energy usage including solar panels, heat pumps, and fully electric residential amenities. The building will also provide two units affordable to residents making less than 80% of the Area Median Income (AMI). The Board of the Town Center Development Agency approved the development assistance agreement at the November 1, 2022, meeting.

In early 2023, the City added two new criteria to the eligibility requirements for developers interested in receiving a VHDZ property tax abatement for new multi-story mixed-use development. Developers are now required to complete a consult with the Energy Trust of Oregon (ETO) in order to see if ETO incentives can help them save energy, reduced development costs, and decrease operating expenses. Additionally, developers must report their building's estimated Energy Use Intensity (EUI) score. An EUI is expressed as energy per square foot per year and measures a building's energy use. Energy Trust of Oregon can calculate this score for free for developers.

Using incentive programs like the VHDZ property tax abatement and the TIF Development Assistance Fund to encourage energy efficiency investments aligns with Council's 2023-2025 goal to address climate change by reducing the energy consumption of new buildings through energy efficiency investments. The VHDZ and TIF programs advance Comprehensive Plan Goal 9 objectives focused on economic development by adding commercial space in proximity to residents/consumers. These tools also help advance Comprehensive Plan Goal 10, focused on housing, by providing a variety of housing options to Tigard residents.

Additionally, these community development programs and the resulting multi-story mixed-use developments in Downtown Tigard and the Tigard Triangle advance the City of Tigard's strategic plan vision, "Tigard: an equitable community that is walkable, healthy, and accessible for everyone." Higher density residential with first-story commercial space - for retail, restaurants, personal, and professional services - helps create healthy walkable neighborhoods, provide more affordable access to residents for homes, and new tenable spaces for business owners.

ALTERNATIVES & RECOMMENDATION

Not applicable

ADDITIONAL RESOURCES

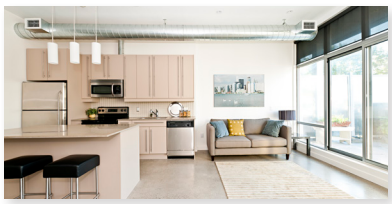
Not applicable

Attachments

VHDZ Summary

Vertical Housing Development Zone





RESIDENTIAL HOUSING



COMMERCIAL DEVELOPMENT



PUBLIC TRANSPORTATION



PROXIMITY TO TOWN CENTER

CITY OF Tigard

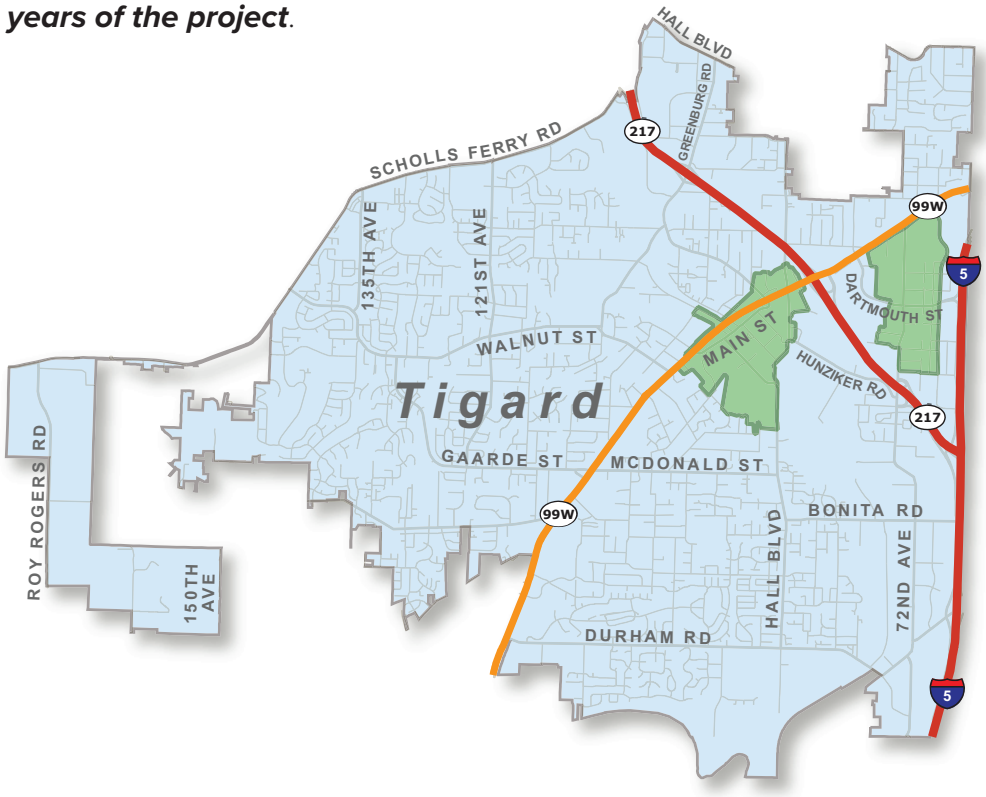
Lloyd Purdy
Economic Development Manager
503.718.2425
lloydp@tigard-or.gov

CITY OF TIGARD
Community Development Dept.
13125 SW Hall Blvd., Tigard, OR 97223
www.tigard-or.gov

TIGARD'S VERTICAL HOUSING DEVELOPMENT ZONE (VHDZ)

Developers with experience in mixed-use multi-story projects may be interested in a new City of Tigard program that provides a ***partial property tax exemption of 20 percent per floor of residential housing***. A developer can earn the partial property tax exemption by locating a qualified project in the City of Tigard's Vertical Housing Development Zone

Tigard's VHDZ includes two areas within the city that are well positioned for mixed-use multi-story development. Tigard's downtown and the majority of the area within the Tigard Triangle are eligible for a vertical housing tax exemption. The partial property tax exemption applies to new construction on the first four floors of residential development built above a non-residential ground floor. ***The maximum tax exemption on the new construction is 80 percent per year over the first ten years of the project***.



Tigard's VHDZ is shown above in green.

Vertical Housing Development Zone

Tigard's Vertical Housing Development Zone will:

- Encourage new mixed-use development (residential and commercial).
- Stimulate more commercial growth in the area, increasing the value of surrounding properties.
- Enhance opportunities for a live/work community.
- Support commercial development by increasing the number of residents (aka consumers).
- Create long-term community wealth through larger, mixed-use buildings that will be fully taxed after the partial abatement expires.
- Encourage more walkable neighborhoods by locating goods and services near residents.

BENEFITS

Financial modeling shows that a vertical housing based tax exemption moves some multi-story mixed-use projects from the red to the black. This tool helps close the gap for developers who are willing to take a risk in an untested market.

Tigard's VHDZ encourages private sector development that combines first floor commercial activity with residential capacity on upper floors. This mix of activity improves property values, the viability of local businesses and the quality of life for residents. It also diversifies local housing options giving residents a wider range of housing solutions. This partial property tax exemption is not limited to low-income housing, though low income projects do receive an additional property tax exemption. In addition to the exemption for the residential portion of a mixed-use building, the land would also be eligible for a partial tax exemption of 20 percent for each floor dedicated to low-income residential housing (maximum exemption is 80 percent).

ELIGIBILITY

In order for a project to qualify, it must meet the following criteria:

1. Project must be entirely located within a vertical housing development zone.
2. Project must be a multi-story building used for residential and non-residential uses.
3. At least 50 percent of the project's ground floor that fronts the primary public street must be committed to non-residential use. For the project's ground floor to be considered committed to non-residential use, all ground floor interior spaces that front on the primary public street must be constructed to building code standards for commercial use or planned for commercial use upon completion.
4. Complete a consult with the Energy Trust, call 1.877.467.0930 or email newbuildings@energytrust.org to schedule.
5. Report your building's final energy use intensity (EUI) score or comparable agreed upon energy efficiency score to the City of Tigard.

EXPRESSION OF INTEREST

If you are interested in participating in the Vertical Housing Development Zone exemption, please contact the City of Tigard's Economic Development Manager, Lloyd Purdy, at 503.718.2425 or lloydp@tigard-or.gov.

CITY OF Tigard

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